









5/8

FIG. 4B

 DEFINE TECHNICAL ARCHITECTURE DEFINE IT ORGANIZATION MODEL DEFINE POLICIES, STANDARDS **•**DEFINE IT PROCESS MODELS FORMULATE IT PRINCIPALS IT STRATEGY DEVELOPMEN DETERMINE IT CAPABILITY DISCOVER BUSINESS GOALS DEFINE IT REQUIREMENTS **•VALUE CHAIN ANALYSIS** MANAGEMENT BUSINESS ASSESSMENT BUSINESS

 DEFINE AVAILABILITY REQUIREMENTS **AVAILABILITY MANAGEMENT**

DEFINE SECURITY REQUIREMENTS

SECURITY PLANNING

DEFINE NEW SECURITYS

FINANCIAL PLANNING

DEFINE, MODEL SECURITY DATA

BENCHMARKING GAP ANALYSIS

•DEFINE IT CAPABILITIES

 ASSESS MAINTAINABILITY OF COMPONENTS ESTABLISH RELIABILITY TARGETS CONTRACTUAL SECURITY ABILITY

SECURITY

CONTINUITY MANAGEMENT

 BUSINESS IMPACT ANALYSIS •IDENTIFY RISKS

WORKLOAD MANAGEMENT

PERFORMANCE ANALYSIS

CAPACITY MANAGEMENT

DEMAND MANAGEMENT

RESOURCE MANAGEMENT

•CAPACITY PLANNING APPLICATION SIZING

 IDENTIFY RECOVERY OPTIONS DEFINE OVERALL STRATEGY

WORK FROM PLAN

SECURITY DESIGN

TOTAL COST OF OWNERSHIP (TCO)

FINANCIAL ASSET MANAGEMENT

COST RECOVERY

 SECURITY VALUE MANAGEMENT DEFINE ACCOUNTING POLICIES

 SECURITY COSTING COST MANAGEMENT



6/8

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SOURCING	RESOURCES •STUFF •HARDWARE/ SOFTWARE	•P.O. •OUTSOURCING	PAYMENT •PENALTIES •INCENTIVES	
SECURITY DESK/INCIDENT MANAGEMENT •CUSTOMER INTERFACE •INCIDENT CLASSIFICATION •IMPACT AND URGENCY ASSESSMENT •CALL/EVENT TRACKING AND ROUTING •BUSINESS OPERATION SUPPORT •ESCALATION •INCIDENT RESOLUTION AND CLOSURE	OPERATIONS MANAGEMENT INTRUSION DETECTION SECURITY MONITORING PKI ADMINISTRATION OUTPUT/BACKUP/STORAGE MANAGEMENT JOB SCHEDULING AND PROCESSING	•FAULI/VINUS DETECTION •DISPOSAL MANAGEMENT •MOVES, ADDS AND CHANGES	PROBLEM MANAGEMENT •INCIDENT CAUSE ANALYSIS •PROBLEM TRACKING •COORDINATE PROBLEM RESOLUTION •KNOWN ERROR CONTROL •PROBLEM PREVENTION	SECURITY LEVEL MANAGEMENT • MAINTAIN SECURITY CATALOG • ESTABLISH SECURITY LEVEL REQUIREMENTS • CONDUCT SECURITY INPROVEMENT PROJECTS • NEGOTIATE/DOCUMENT SECURITY LEVELS • SECURITY LEVEL MONITORING/REPORTING
OPERATIONS MANAGEMENT	CONFIGURATION MANAGEMENT •IDENTIFY CONFIGURATION ITEMS (CI) •CONTROL AND TRACK CI DATA •DEFINE ATTRIBUTES AND RELATIONSHIPS •CORRELATION OF STATIC AND DYNAMIC DATA •VERIFY CMDB (STATUS ACCOUNTING)	CHANGE AND RELEASE MANAGEMENT •REQUEST FOR CHANGE (RFC) PROCESSING	•CHANGE SCHEDULING AND COORDINATION •IMPACT ASSESSMENT •CHANGE APPROVAL •CHANGE REVIEW (RETROSPECTIVE) •RELEASE PLANNING •TEST RELEASES •SOFTWARE DISTRIBUTION/MANAGEMENT •DEPLOY AND INSTALL	CUSTOMER MANAGEMENT • MARKET IT SECURITYS • CUSTOMER SATISFACTION REVIEW • CUSTOMER LIASION • STRATEGIC BUSINESS REPORTING • DEFINE SUPPORT REQUIREMENTS • IDENTIFY NEW SECURITY NEEDS

7IG. 4B

BAYESIAN NETWORK



8/8

FIG. 7

